platinum STAIRLIFTS

Platinum Curve Stairlift

User Guide

PLEASE RETAIN THIS GUIDE FOR FUTURE REFERENCE.

Exclusively Curved

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Thank you for choosing Platinum Stairlifts

We have designed our range of Platinum Curve stairlifts to help you continue living in your home.

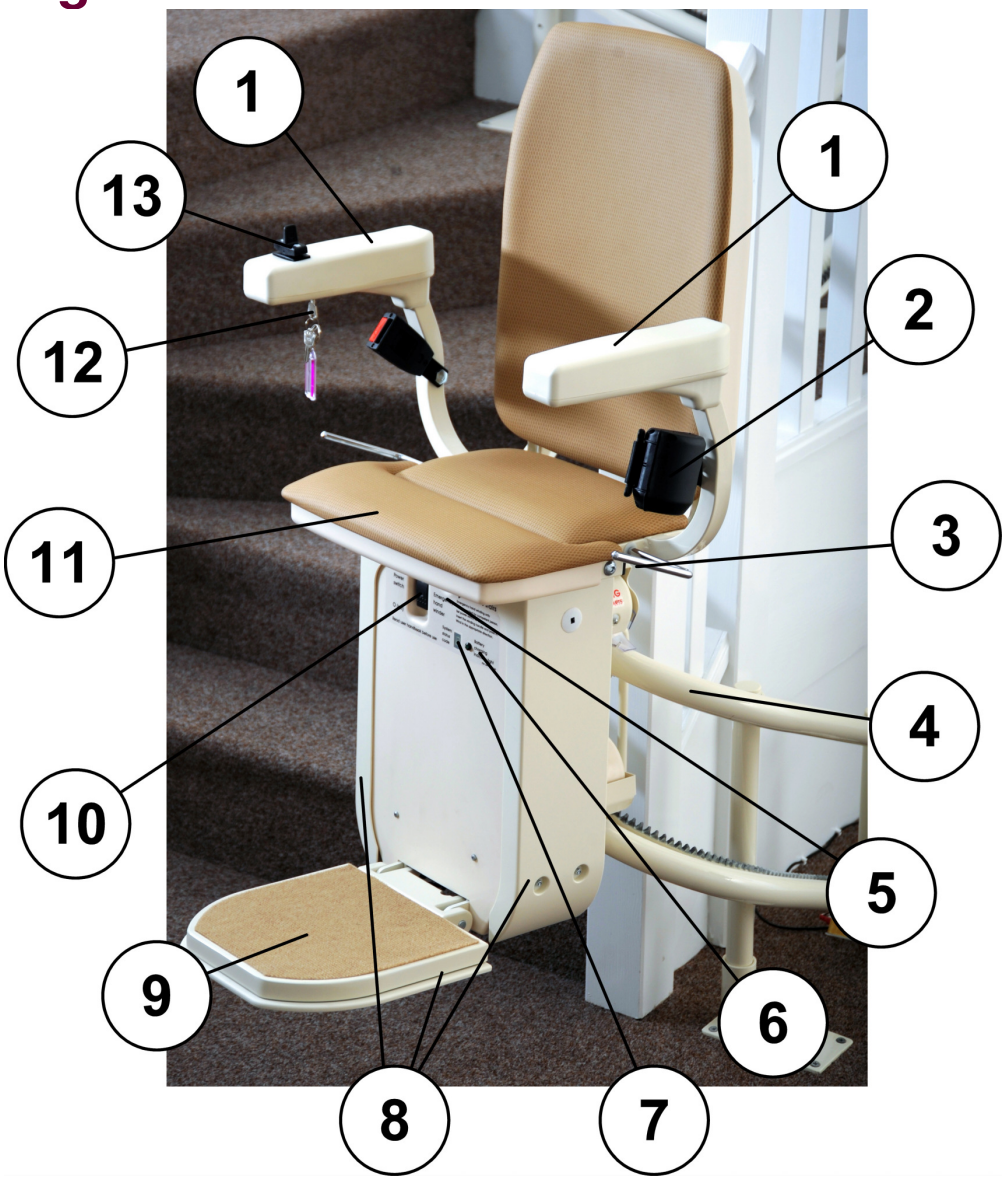
To help you get the best from your stairlift, please take a few minutes to study this guide. Also, please show this guide to any-one else who might need to use the lift. If you have a cleaner or a helper, they should also have a look through this guide too.

Please keep this guide in a safe place so you can refer to it in the future, and so you know who to call if there is a technical problem with your stairlift.

Remember to keep your stairlift plugged in and switched on at all times (except when you go away for long holidays).

Remember to keep the area underneath and around your stairlift free from obstructions.

Getting to Know Your Stairlift



No	Meaning
1	Arm rests (folds up and down)
2	Lap Belt
3	Seat Swivel Lever
4	Rails (up and down the stairs)
5	Socket for the Winding Handle
6	Battery Charging Light Indicator
7	System Status Indicator Panel
8	Safety Pads

No	Meaning
9	Footrest (folds up and down)
10	Battery Isolator Switch
11	Seat (folds up and down)
12	Lock/Unlock Keyswitch
13	Direction Switch or Joystick
14	Mains Power Switch
15	Charging Point
16	Remote Control

These numbers are used throughout this guide.

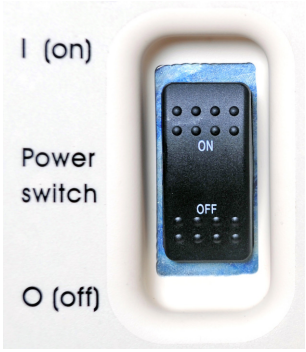
Controls:

Mains Power Switch

The stairlift should be plugged in at the nearest Mains Power Switch (14) (this could be at the top or bottom of the stairs).

The lift needs to be plugged in and switched on at all times. When the power is on, a green indicator light will be shown on the charger mounted nearby.

Battery Isolator Switch



The Battery Isolator Switch (10) is used to switch the stairlift on or off.

This should be left switched on at all times (except when the lift will be unused for long periods such as long holidays).

Lock/Unlock Key Switch

The Lock/Unlock Key Switch (12) is used to lock or unlock the stairlift.

You can lock the stairlift to stop it being misused by children. If the Battery Isolator switch is on, the stairlift will still charge even if it is locked.

The Lock/Unlock Key Switch is located under the direction switch / joystick.

Left/Right Direction Switch or Joystick

The stairlift has a Left/Right Direction Switch or Joystick (13).

To move the chair, push and hold the switch or joystick in the direction you want to move.

There is a three-second delay before the stairlift will start or change direction.

Swivel Seat

For your safety, the Swivel Seat (11) is normally locked. It can be swivelled to face another direction, by pressing and holding down one of the Seat Swivel Levers (3), rotating the seat and then releasing the lever to lock the seat in place. Make sure the seat is locked before you try to sit down or get up from it.

When moving, the swivel seat must be positioned so you have your back to the rails - this is to avoid catching your feet on the stairs. The seat must be locked in this position, before the lift will move.

At the top of the stairs, swivel the seat so you sit down and get up onto a flat area, such as a landing. The seat only swivels at the top of the stairs.
If you try to swivel the seat whilst the lift is moving, the chair will stop.

Safety Locks

The footrest and the motor unit are fitted with Safety Locks (8). These are pressure pads which will stop the lift if they come into contact with any obstructions.
If the lift stops because it has encountered an onstruction, wait two or three seconds, then reverse away from the blockage.

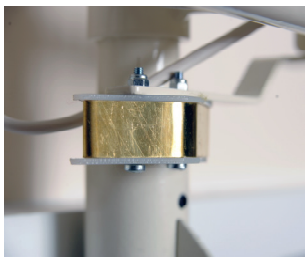
Lap Belt

The Lap Belt (2) holds you safely on the seat as you climb or decend the stairs. Like a car seat belt, this extends from the holder to clip into a socket. The lap belt must be used every time the stairlift is moved. Do not undo the lap belt until the chair reaches the end of the track.

Remote Control

The Remote Control (16) works in the same way as the arm controls (if the lift is turned on). A flashing red light on the wall control means that battery power is running low. You should replace the remote control batteries every 6 months.

Charging Points



These are located at the top and bottom of the track. The lift MUST be parked on a charging point when not in use. The stairlift will sound an audible beep if it is not parked on a charging point.

How to Use Your Stairlift

Before you use your stairlift, please read all of these instructions carefully.

Your stairlift is for carrying people in a seated position. With care it can also be used to carry small boxed items.

Do not allow children to play on or near the stairlift.

Getting On to the Chair:

1. Fold down the Footrest (9).
2. Press down the Seat Levers (3) and fold down/swivel the Seat (11) so you can sit on it safely. When the seat stops, release the seat levers to lock the seat in place.
3. Fold down the Arm Rests (1).
4. Sit on the seat and then fasten the Lap Belt (2) around your waist.

To Move to the Left:

1. Keep your feet on the Footrest (9) and your elbows in.
   Press the left-hand button or move the joystick (13) to the left.
2. Continue to press the button or the joystick until you reach your destination.

To Move to the right:

1. Keep your feet on the Footrest (9) and your elbows in.
   Press the right-hand button or move the joystick (13) to the right.
2. Continue to press the button or the joystick until you reach your destination.

Getting Off the Chair:

1. Press down the Seat Levers (3) and swivel the Seat (11) so you can get off it safely. When the seat stops, release the Seat Levers to lock the Seat in place.
2. Unfasten the Lap Belt (2) from around your waist and get out of the stairlift seat.
3. Fold up the Arm Rests (1).
4. Fold up the Seat (11).
5. Fold up the footrest (9).

Remote Control:

Calling or Sending the Stairlift

1. To Call the stairlift from the other end of the rails, press and hold down the appropriate direction button on the Remote Control (16).
2. To Send the stairlift to the other end of the rails, press and hold down the appropriate direction button on the Remote Control (16).

Notes

You can also use your stairlift to move small things up and down the stairs. If you do this, remember that there is a weight limit of 120kg. The stairlift will run constantly for up to 15 minutes. It will then need charging for two hours.

If you are going to move loose objects (such as shopping or laundry), it is possible they could fall off the chair as it moves or that they might cause the stairlift to stop if they touched one of the safety pads. For this reason, it is better to place loose objects in a box, then secure the box on the seat using the lap belt.

Cleaning and Maintaining Your Stairlift

☝ Important

Solvent-based cleaners, bleaches, abrasives, synthetic detergents, wax or silicon-based polishes and aerosol sprays must not be used on any part of the stairlift. Do not try to clean the interior of the motor housing, the chair or the rails.
If special cleaning is needed, please contact your local service centre.

Before cleaning your stairlift, switch the lift off at the mains power socket.

The plastic, metal and painted metal areas of your stairlift can be cleaned using a small quantity of any mild kitchen surface cleaner. If you use a spray, apply a small amount of spray to a soft cloth, then gently use the cloth to wipe the surface.

The upholstery is resistant to most household stains, most of which can be wiped off fairly easily. Regular cleaning with a damp soapy cloth or sponge, followed by a wipe with a damp clean cloth will help the upholstery maintain a fresh appearance.

Problems / Troubleshooting

If used correctly, your stairlift should give you trouble-free operation. If you experience a problem, please follow the checklist below before requesting a visit from an engineer. The engineer will make a charge if there is not a technical problem with the lift.

System Status Codes

These codes are displayed on the System Status Code display panel on the stairlift:

	Meaning
-	OK This means everything is OK with your stairlift.
0	Keyswitch or safety device problem This means that either: ● The keyswitch has been turned to the Off position, or ● The swivel seat has been moved whilst the stairlift is moving, or ● The stairlift has over-travelled and needs hand-winding from the end of the track.
1	Low Batteries This means that the stairlift batteries are not fully charged. The stairlift may still work. To charge them: ● Check the stairlift is parked on a charging point ● Check the Main Power Switch ● Check there is not a Power Cut
2	Not Charging This means that the stairlift batteries are not charging. The stairlift may still work, but you urgently need to charge the batteries. To charge them: ● Check the stairlift is parked on a charging point ● Check the Main Power Switch ● Check there is not a Power Cut
3	End Stop Activated R/H This means the lift has reached the end of the track. If the lift is not at the end of the track, check for and remove any obstructions.
4	Safety Covers Activated R/H This means the stairlift has stopped because one or more of the safety covers has sensed an obstruction. Reverse away from the obstruction and arrange for the obstruction to be cleared away.
5	End Stop Activated L/H This means the lift has reached the end of the track. If the lift is not at the end of the track, check for and remove any obstructions.

	Meaning
6	Safety Covers Activated L/H This means the stairlift has stopped because one or more of the safety covers has sensed an obstruction. Reverse away from the obstruction and arrange for the obstruction to be cleared away.
7	Batteries Very Low This means that the stairlift batteries have very little charged stored in them. The stairlift will stop working very soon. To charge them: ● Check the stairlift is parked on a charging point ● Check the Main Power Switch ● Check there is not a Power Cut
8	Lift is Moving This means that the stairlift is moving to the right.
9	Lift is Moving This means that the stairlift is moving to the left.

Stairlift is not working and no lights are lit

- Check that the stairlift is plugged into the Mains Power (14) and the mains power is on.
- Check that the lock/unlock Key Switch (12) is on.
  This shows as a System Status Code of 0.
- Check that the Battery Isolator switch (10) is on.
  This shows as a blank System Status Code.

Stairlift is not working and all the lights are lit

- Check whether there is anything obstructing the lift (8). Move the stairlift away from the obstruction in the opposite direction using the relevant controls.
- Check the Seat (11) is swivelled and locked into its travelling position.

Mains Power, Battery Power and Power Cuts

The mains power supplies power to a set of large internal batteries. These batteries then power the motor which lifts you up and down the stairs.

If the mains power fails, you can continue to use the stairlift for a short while as the batteries store enough power to allow you up and down the stairs a few times.

If the battery power runs low (for example after a power cut), a status code will appear on the display.

If the battery power runs very low (for example, after a power cut and several trips on the lift), another status code will appear on the display. At this point you urgently need to charge the stairlift batteries back up again.

Battery Replacement

The large internal batteries will need replacing periodically by a service engineer. They will be checked and replaced if need be during a maintenance visit by the engineer. These will last a minimum of three years.

You need to replace the batteries in the Remote Control (16) at least every 6 months.

To replace the batteries in the remote control:

- Open the cover of the remote control and carefully disconnect the old battery.
- Replace it with a new 9 volt PP3 battery (DO NOT use a rechargeable NiCad battery).
- Make sure you have connected the battery correctly, then replace the cover.
- Use the remote to make sure the chair lift works with the new battery.

Hand Winding the Stairlift

In very rare circumstances, the stairlift may stop part way along the Rails (4). It may do this if the internal batteries become exhausted (such as after a long power cut) or due to a very rare technical fault.

If this happens, it is possible to use a special handle to wind the stairlift back to one end of the track. It is even possible to do this with a person in the chair. However, this is a strenuous physical activity, so it should be done by a competent adult who is agile and fully fit. An engineer can do this if no-one else is available.

To hand wind the stairlift:

- Switch the battery isolator switch (10) to the ‘0’ (Off) position.
- Fully insert the special handle into the Emergency Hand Winder Socket (5) (this is located beneath the seat). You will hear a ‘click’ when the handle is inserted properly.
- Keeping the handle fully inserted, carefully rotate it as needed.
  If you rotate the handle clockwise, this will move the chair to the right.
  If you rotate the handle anti-clockwise, this will move the chair to the left.
- When the chair reaches the end of the track, switch the battery isolator switch to the ‘1’ (On) position.

Never use the stairlift when the special handle is in the socket.

Calling Out an Engineer

If you are still unable to remedy the problem, please call your local service engineer (this will usually be the company you bought the lift from).

Alternatively, you can call the Platinum Helpline on:

0800 542 3166

Technical Information

Weight Limits

Your stairlift has been designed to carry one person only, and has a maximum weight limit of 120kg (19 stone).

Operating Periods/Excessive Use

Your stairlift has been designed to run continuously for no more than 15 minutes in any three hour period. If you use the stairlift too often without taking a break, the motor will not cool down between journeys and may become damaged.

Replacement Batteries

We recommend that you renew the batteries in your remote control at least every six months.

Maintenance

To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service. We usually recommend one service visit every year.

Your local stairlift servicing centre will be pleased to discuss servicing your stairlift and any warranty arrangements.

CAUTION:

MODIFICATIONS WHICH HAVE NOT BEEN EXPRESSLY APPROVED BY THE MANUFACTURER MAY VOID THE WARRANTY AND MAY CAUSE DAMAGE. YOUR STAIRLIFT SHOULD BE INSPECTED AND MAINTAINED BY A PLATINUM APPROVED SERVICE ENGINEER.

Upholstery

Carelessness with matches, cigarettes and so on can cause a fire. The upholstery material used on your stairlift has been tested for compliance with BS5852.

CAUTION:

IN THE EVENT OF FIRE, DO NOT USE THE STAIRLIFT.

Service Record

Date	Serviced By	Signed	Next Service Due on

Your Notes

Unit 10, The Crossings, Crosshills Business Park, Keighley BD20 7BW
Telephone 01535 - 631 177 Fax 01535 - 631 188
Email enquiries@platinumrails.com